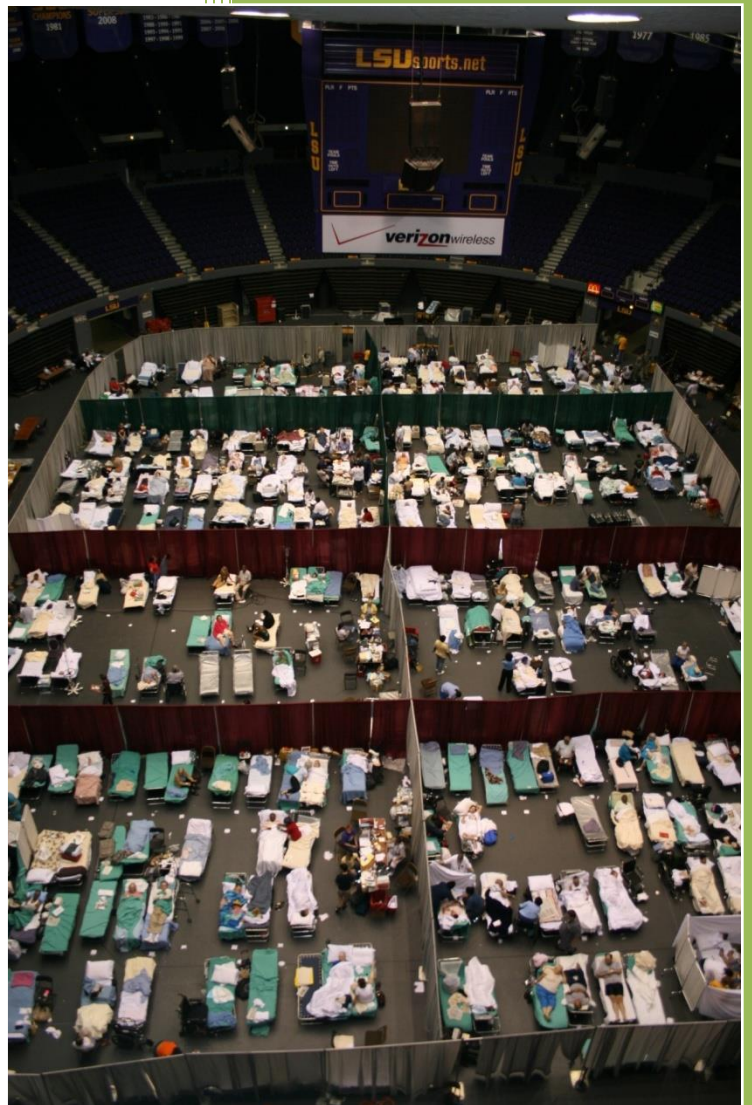


Revised

2017

# Louisiana Unified Shelter Plan



3/15/2017

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## Prelude

Prior to the Hurricane Season of 2005, the Louisiana Shelter Task Force led the state's general sheltering response to any major hurricane event that would trigger a mass evacuation. Parish leadership coordinated with the American Red Cross (ARC) and various agencies to open general population shelters primarily above I-10 to shelter evacuees from coastal communities. The Shelter Task Force Plan divided the state into four different sheltering sectors and outlined the process for opening and operating shelters in each sector. Once a coastal parish or parishes called for an evacuation, citizens transported themselves to Information Points along the evacuation routes that provided shelter location information to evacuees. The entire process was initiated and coordinated by Parish Office of Emergency Preparedness (OEP) Directors in partnership with their American Red Cross Chapters.

The Department of Children and Family Services (DCFS), formally known as the Department of Social Services (DSS), assisted the OEP Directors with conducting registration at the shelter sites and reporting and tracking the shelter capacities.

The State was prepared to open several Medical Special Needs Shelters for citizens that required almost constant medical care or assistance but did not require hospitalization. These shelters were primarily managed and operated by the Louisiana Department of Health (LDH), formerly known as Louisiana Department of Health and Hospitals (DHH) and the Louisiana Department of Children and Family Services (DCFS).

There were no state pre-event assisted transportation plans and no state run general population shelters. Parishes provided shelters within their own jurisdiction for citizens seeking safety from wind and storm surge. There were no pet plans or pet shelters identified.

The post storm evacuation for Hurricane Katrina highlighted the need for pre-event citizen assisted transportation and sheltering plan to include planning considerations for household pets. During the next couple of years, state and federal mass care planners primarily focused on the development of plans for Critical Transportation Needs Shelters (CTNS) with support from local jurisdictions and ARC partners. A CTNS facility is a State managed shelter reserved for citizens that must evacuate utilizing government sponsored transportation.

Prior to the Louisiana Unified Shelter Plan, there were several shelter plans in place for Louisiana based on the mode of hurricane evacuation transportation or other planning considerations. The Louisiana Unified Shelter plan is a universal plan. It establishes a structure for all sheltering within the State of Louisiana.

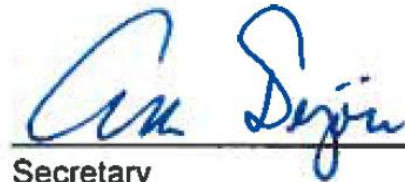
## Signatories



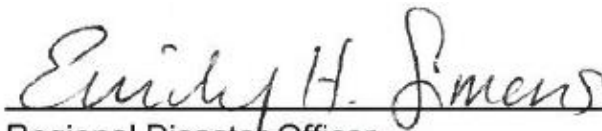
Director  
Governor's Office of Homeland Security and Emergency Preparedness



Secretary  
Department of Children and Family Services



Secretary  
Louisiana Workforce Commission



Regional Disaster Officer  
American Red Cross




**Sonya Wiley- Gremilion**  
Co - Chair  
Shelter Task Force



**Lisa Vidrine**  
Co - Chair  
Shelter Task Force



**Dexter Accardo**  
Chair  
Southeast Hurricane Task Force



**Norman Bourdeaux**  
Chair  
Southwest Hurricane Task Force



John Rahaim, Jr., Director  
Region 1



Director  
Region 2



Director  
Region 3



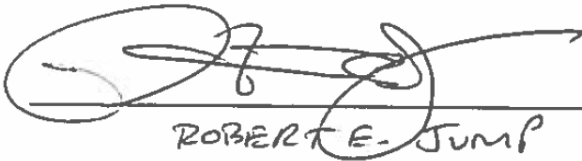
Director  
Region 4



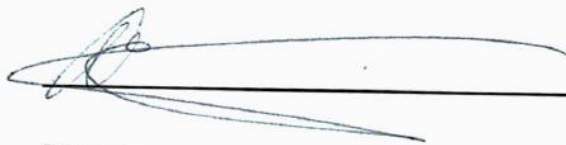
Director  
Region 5



Ellis Boothe - Director  
Region 6

  
ROBERT E. JUMP

Director  
Region 7



Director  
Region 8



Director      Dawson K. Primes LEM  
Region 9



## Purpose

The purpose of this plan is to outline the planning considerations surrounding the sheltering of all citizens in the State of Louisiana. It identifies common terminology and creates minimum shelter standards for any location providing sheltering in response to all hazards and events regardless of the size and scope. The plan identifies the roles and responsibilities of all local, State, and Federal Emergency Support Function-6 (ESF-6) primary and support agencies based on pre identified levels of activation.

### A. Mission

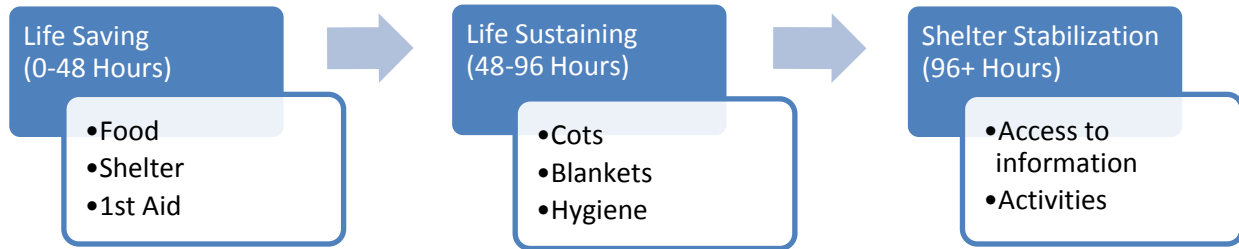
- Evacuation refers to the temporary but rapid removal of people from a building or disaster area (actual or threatened) as a rescue or precautionary measure. Shelters should provide a safe environment from all hazards and/or events.
- Security requirements are provided by Parish and State law enforcement (ESF 13) and applicable sanitary requirements are defined by local parishes and the Louisiana Department of Health (LDH);
- It is the intent of the Unified Shelter Plan, to ensure that all citizens of Louisiana seeking shelter have access to shelters that meet safe, secure and sanitary basic requirements regardless of the size, scope or type of event during an evacuation.



*Safe,  
Secure &  
Sanitary*

### B. Overview

- In the event of a disaster that triggers evacuations, most citizens will take care of themselves and their family members. Historically about 10% of the population will seek a public sheltering option. For that 10%, the Parish and State, along with support from the American Red Cross and other non-governmental organizations (NGOs), will provide a safe, secure and sanitary shelter option. Louisiana will prioritize sheltering and mass care services just as any other emergency service - according to life saving, life sustaining and stabilizing the environment. Shelter services may be available in excess or in addition to the standard, but will depend on the disaster situation.



*Note\* The chart above depicts worse-case scenario. Resources and services will be provided as available.*

## Situation and Assumptions

### A. Situation

- The State of Louisiana has 64 major political subdivisions called parishes and a population estimated at about 4,533,371 (2010 estimates). Parishes are further subdivided into cities, towns and villages, and are usually governed by a president – council form of government or a police jury headed by a president.
- Louisiana faces a variety of natural, technological and national security hazards, which pose a significant threat to the people of the state. They include but are not limited to hurricanes, severe storms, tornadoes, floods, freezes, winter storms, earthquake, wildfires, nuclear power plant incidents, transportation and other hazardous materials (HAZMAT) incidents, industrial accidents, nuclear attack, chemical/biological warfare, terrorist incidents, civil disturbances or riots.
- A subset of Louisiana citizens will require some government assistance in the event of a major evacuation. Types of assistance that have been traditionally provided are transportation, sheltering, medical support/ monitoring and pet sheltering.
- The responsibility of planning for, responding to and recovering from a Mass Care event in the State of Louisiana must be a combined and coordinated effort between local, parish and tribal governments, state and federal entities, supporting agencies and non-governmental organizations.

### Shelter Task Force (STF)

The Louisiana Shelter Task Force (LSTF) is to provide a frame work which the parishes can coordinate their actions with State Government, Partner Agencies and other stakeholders in order to respond to an All Hazards event. The Shelter Task Force will also represent the local parish Offices of Homeland Security & Emergency Preparedness



Directors and will assist in the plans to operationalize local sheltering efforts being conducted during mass care level 4 & 5 events.

The steering committee is comprised of representatives from:

- GOHSEP Preparedness and Operations
- DCFS Emergency Preparedness
- American Red Cross
- Co-Leads of the Louisiana Shelter Task Force
- Louisiana Workforce Commission (LWC)
- Louisiana Department of Health (LDH)

### **Emergency Support Function (ESF 6)**

In accordance with the State Emergency Operations Plan (EOP) the Louisiana Department of Children and Family Services (DCFS) has primary responsibility for coordinating with local, parish and tribal governments, state and federal entities, supporting agencies and non-governmental organizations to address non-medical mass care, emergency assistance, housing and human services needs of disaster victims. DCFS has the primary responsibility for coordinating and managing all state-sponsored Medical Special Needs Shelters (MSNS), Critical Transportation Needs Shelters (CTNS), and Sex Offender Shelters (SOS). DCFS may provide staffing and resource support for parish/American Red Cross (ARC) run General Population Shelters (GPS) once all parish resources have been exhausted and upon request from local governments. This also includes the collection and reporting of data related to the evacuation and sheltering of disaster victims.

The Louisiana Workforce Commission (LWC) has primary responsibility for coordinating mass feeding to disaster victims and emergency workers during all phases of disasters. This includes contracting with vendors to provide meals in all state-sponsored shelters and in some non-state sponsored shelters upon request from local governments.

## Louisiana Unified Shelter Plan

**Figure 1: ESF-6 Resource Support Responsibility Chart<sup>1</sup>**

Agency support to the Louisiana Department of Children & Family Services and the Louisiana Workforce Commission	Shelter	Mass Feeding	Housing	Individual Assistance	Community Action	Transportation
Governor's Office of Homeland Security and Emergency Preparedness	X	X	X	X	X	X
Louisiana National Guard	X					X
Department of Agriculture & Forestry	X	X				
Department of Culture, Recreations and Tourism	X				X	
State Fire Marshal Office	X				X	
Governor – Office of Elderly Affairs	X			X	X	
Department of Veterans Affairs	X			X		
Louisiana State University System	X			X	X	
Louisiana Department of Health	X			X		
Department of Public Safety and Corrections	X	X		X	X	
Louisiana Board of Regents	X	X	X		X	
Department of Revenue	X			X	X	
Department of Insurance	X		X	X		
Louisiana Housing Corporation	X		X	X	X	
Department of Natural Resources	X					
Department of Transportation and Development						X
Department of Corrections	X					
Louisiana State Police	X					
Governor – Office of Disability Affairs	X			X	X	
Volunteer Agencies Active in Disasters (and other Non-governmental Organizations (NGO)) *	X	X	X	X	X	
Southern University System	X					
Department of Economic Development	X					
Department of Environmental Quality	X					
Department of Justice	X					
Department of Treasury	X					
Department of Wildlife and Fisheries	X					
Department of Education	X					
Louisiana Public Service Commission	X					

\* To include private relief organizations (i.e. American Red Cross, Salvation Army, Mennonite Disaster Service, etc.); private industry; professional associations and participants in mutual aid agreements, etc.

<sup>1</sup> Derived from the *State of Louisiana Emergency Operations Plan, Appendix 1 – ESF 6*, July 2014

## **B. Assumptions**

- Emergencies or disasters could, individually or in combination, cause a grave emergency condition in any area of the state. Emergencies can vary in scope and intensity, from a small local incident with minimal damage to a multi-parish disaster with extensive devastation and loss of life. **Thus every parish will develop their own sheltering capability.** Under this multi-hazard plan, every parish will be a sheltering parish.
- Citizens in the State of Louisiana are encouraged to develop their own disaster evacuation and sheltering plan. Parish and State leadership continue to promote personal responsibility during disasters by utilizing various media outlets to include the GOHSEP “Get a Game Plan” campaign.
- The initial actions of prevention, mitigation, preparedness, response, and recovery operations are conducted by local government. Local authorities will exhaust their resources which may include the use of mutual aid agreements with volunteer groups, the private sector and/or neighboring parishes before requesting assistance from the State.
- State assistance is expected to complement local efforts and federal assistance will supplement state and local efforts when it is clearly demonstrated that it is beyond local and state capability to cope with the disaster or emergency.
- The state will maintain relationships with local, state and federal partners to ensure the timely delivery of state and federal assets to the citizens of Louisiana.
- For a major hurricane event that would trigger a full coastal evacuation or the evacuation of southeast Louisiana, there will not be enough shelter capacity within the state of Louisiana.
- The state has coordinated with host states, the LA Department of Transportation and Development and the Federal Emergency Management agency (FEMA) to provide shelter capacity and transportation out of the state.
- Louisiana will consider the agreements made with our host state to be reciprocal. For a catastrophic event that would have no or minimal effect on Louisiana, we would be prepared to shelter evacuees from other states. For example, a catastrophic New Madrid earthquake would present this type of situation.

- ESF 6 and all support partners will make every attempt to plan for and accommodate citizens with functional needs in all shelters within the state in compliance with the American's with Disabilities Act. These accommodations will be considered life sustaining under the Unified Shelter Plan.
- For any event or disaster within the state of Louisiana, parish directors will establish and report their Mass Care Activation Level (MCAL) as discussed in the Concept of Operations. This will ensure that all stakeholders fully understand the magnitude of the event and the amount of support that may or may not be needed.

## Concept of Operations

### A. General

The overall strategy for dealing with emergencies is to minimize the loss of life and maintain the safety of Louisiana citizens. A large part of the population will act in their own best interest and voluntarily evacuate from a disaster using their personal transportation and their own shelter option either with family, friends or a hotel.

Although a substantial number of evacuees are expected to relocate using their own transportation and resources, there may be some that will require a public shelter location. This population will be referred to in this plan as "self- evacuees." Depending on the size and scope of the disaster, shelter(s) may or may not be available within the evacuee's parish of residence. In the case of a major evacuation event, citizens using their own transportation can find an available shelter location by listening to local officials, local press releases, social media outlets, by calling 2-1-1 or from a shelter information point. A shelter information point may be established along a major evacuation route and will direct citizens to the closest shelter location. More information about shelter information points may be found in the Hurricane Annex to this plan.

A smaller subset of the population will not have their own means of transportation or sheltering and will rely on government for these resources. This population will be referred to in this plan as the Critical Transportation Needs (CTN). Depending on the size and scope of the disaster, the shelter(s) may or may not be available within the evacuee's parish of residence. CTN evacuees are encouraged to preregister for transportation and sheltering with their local office of emergency management. The local emergency manager should report this planning figure to GOHSEP so that the appropriate state and federal resources may be secured. In the case of an evacuation out of the parish, a CTN will be picked up from their local area with parish school buses or transportation assets and brought to one

collection point in the parish to be registered, triaged and transported to a safe location out of the risk area. The collection point is referred to as the Parish Pick up Point (PPP).

## B. Mass Care Activation Levels

For any event or disaster within the state of Louisiana, all parish and ESF 6 partners will establish and maintain Shelter Activation Levels. GOHSEP, in conjunction with DCFS, will set the State Mass Care activation level during an incident. State Mass Care Activation Level may differ from individual parish levels. Each level of activation will be clearly defined in this plan to include the initiating conditions for each level and actions that must be initiated on the local and state level as a result of meeting each condition.

Level	Local	State	ARC
<b>Level 1</b> Parish Emergency with no sheltering <ul style="list-style-type: none"> <li>Will use GOHSEP and DCFS Regional Coordinators to report a Level 1 Event.</li> </ul>	EOC may be activated Small scale isolated to community response  May or may not have a parish declaration	No state Mass Care needs anticipated. Information only	May be supporting parish response through assistance to meet client needs with training and life sustaining supplies; as appropriate
Examples: Multi Family Complex Fire / Small Apartments Severe Weather / Tornado damage to a few homes Transportation / Pipeline incident with local evacuation (hot zone) Active Shooter Hazardous Material Event Pandemic – low level Festival / Large Athletic Event Civil Disturbance			

## Louisiana Unified Shelter Plan

Level	Local	State	ARC
<b>Level 2</b> Parish emergency with limited sheltering  <b>If more than 2 parishes with multiple shelters level moves to Level 3</b>	Local government manages the emergency with their own resources  May have a Parish Declaration  May have State of Emergency Declaration	No State Mass Care needs anticipated  Email may be sent to Mass Care stakeholders for Situational Awareness  GOHSEP and DCFS Regional Coordinators in full contact with affected parishes	May be supporting parish response with shelters  Reporting activity to DCFS  Shelter information tracked in the NSS
Examples: Severe Weather / Tornado damage to multiple homes/subdivisions Pipeline or Rig Explosion (multi-day response) Hazardous Material requiring prolonged evacuation Multi-Unit Apartment fire requiring shelter (generally 10 units) Cold / Hot Weather Extremes Train Derailment			
<b>Level 3</b> In Parish with State Support  <b>Parish must declare an Emergency if resources are needed from the state.</b>	Significant displacement of local neighborhoods  Local EOC may be fully or partially activated  Parish may request state agency LNOs in their EOC	State Support to local shelters if requested by the Parish  DCFS reports all sheltering activity for the state  Level 3 event may trigger a Sheltering Conference Call with all mass care stakeholders to include Shelter Task Force if requested by the parish  Probable State Declaration of Emergency	May be supporting parish response with shelters  Reporting activity to DCFS  Shelter information as reported in WebEOC will be tracked in National Shelter System (NSS)  May have representation in parish EOC depending on level of activation  Incremental levels of support depending on severity
Examples: Low to moderate impact storm causes evacuation of unprotected coastal areas Localized flash flooding causes evacuation of parish residents Pandemic			

# Louisiana Unified Shelter Plan

Level	Local	State	ARC
<b>Level 4</b> Out of Parish Sheltering event  <b>Parish must declare an Emergency if resources are needed from the state.</b>  Both evacuating and host parishes should file an emergency declaration.	Significant displacement of parish citizens to a host parish which may require state support  EOC fully operational  Manage designated information points located in parish	State EOC activated Possible State Declaration Possible Federal Declaration  UCG Meeting regularly  DCFS EOC will be activated  Support state designated information points	Supporting parish with general population shelters with appropriate lead time  Will provide coverage at all EOCs  Shelter information as reported in WebEOC will be tracked in NSS  EOC coverage, shelters and information point staffing
	PPP may/should be activated and operational  P2P agreements may be activated if necessary and closer shelters cannot be identified	State Shelters may be opened and operational	Supports some PPP sites with food and water items – coordinates with the State  Supporting P2P as previously agreed upon
Examples: Moderate to high impact storm causes parish wide evacuations of coastal communities Additional transportation assets are required to move at-risk population Sheltering people from other states			



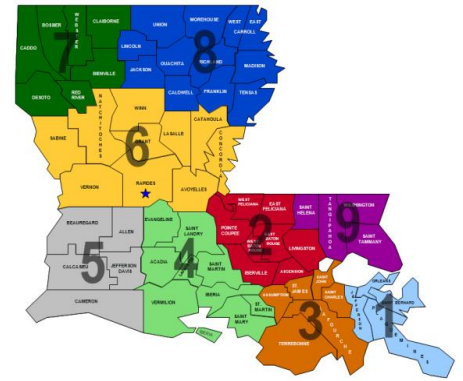
# Louisiana Unified Shelter Plan

Level	Local	State	ARC
<b>Level 5</b> Out of Parish and Federal Supported Sheltering event  <b>Parish must declare an Emergency if resources are needed from the state.</b>	Significant displacement of citizens from several parishes  EOC fully operational  Manage designated information points located in parish	Sheltering needs exceed the capability of the state.  Federal declaration obtained  UCG meeting regularly  Support state designated information points	EOC coverage, shelters and information point staffing
	PPP activated and operational	State EOC/DCFS EOC activated	Supporting State operations through EOC coverage  Work with State to support PPPs with canteening and other product and services
	P2P agreements activated	All State Shelters opened	Supporting P2P as previously agreed upon with appropriate lead time
	Host State Agreements activated	Supporting Host State Operations (LNOs) deployed	Red Cross in host states supporting host state sheltering operations
Examples: High impact storm causes coastal parishes to fully activate State and Federal assets required to transport citizens to safe area Medical institutions declare evacuation and request federal assets to assist			

### C. Activation and Notification (Level 4 or 5)

For a Mass Care Level 4 or 5 event, shelter locations outside of the affected parish will be coordinated between parish offices of emergency management in coordination with the Louisiana Shelter Task Force, GOHSEP, DCFS, and the American Red Cross. All sheltering activities inside of a parish must be coordinated through the local office of emergency management. Parish OEPs are responsible for coordinating all public messaging as it relates to shelter information including location, opening and closing.

LA Homeland Security Regions



### D. Definitions

- Critical Transportation Need (CTN) – an evacuee classified as a CTN is an individual that does not have the means to transport themselves out of a risk area and depends on government supported assistance.
- Medical Special Needs (MSN) – An evacuee that needs almost constant medical care but does not require hospitalization.
- Sex Offender Shelter (SOS) – Louisiana Act 285 of the 2006 regular session prohibits registered sexual offenders from being housed with other evacuees during a declared state of emergency or after a declared state of emergency. There is one planned shelter in the state so that registered offenders that seek public sheltering may be housed safely away from the general population and out of harm's way in accordance with state law.
- Self-Evacuees – Citizens that have their own evacuation transportation but do not have a place to go during an event.
- Refuge of Last Resort (RLR) – a building that is intended to provide minimum protection during a short-term event that normally lasts no more than 24 hours.
  - Minimum RLR occupancy times are 2 hours with a maximum being 24 hours depending on speed of storm.
  - They are not shelters intended to provide services and housing for people whose homes have been damaged or destroyed by fires, disasters, or catastrophes.
- Point to Point (P2P) – A sheltering relationship that has been established between two jurisdictions in the event that citizens would need to move from their risk parish during a major evacuation.

- Parish Collection Point (PCP) – The purpose of a Parish Collection Point is to provide transportation for citizen and pets that are incapable of self-transport from their homes/dwellings to the Parish Pickup Point. These Parish Collection Points are pre-identified gathering points that geographically positioned in neighborhoods throughout the Parish.
- Parish Pick up Point (PPP)– A major collection location within the parish where CTN evacuees are brought to in order to be registered, triaged and transported out of the risk area.
- Independent Assembly Site (IAS) – A facility that may be providing temporary mass care housing during an evacuation of an area in preparation for or due to an emergency or disaster.
- Shelter – a facility in a safer area with food, water, health, and staffing to support evacuee needs during an evacuation period.
- Information Point – an established point along a major evacuation route where evacuees can gather specific shelter information during the evacuation process of an emergency,

## Organization and Assignment of Responsibility

### A. Parish Office of Emergency Preparedness

- **Preparedness:**

Pursuant to LA Administrative Code Section 55, each Parish in the state of Louisiana will maintain its own comprehensive shelter strategy within their Emergency Operations Plan. Compliant local plans should include:

- Parishes will conduct a valid assessment of their jurisdictions to include
  - A Hazard analysis and risk assessment of the populations that may be vulnerable and need governmental assistance.
  - Potential resource needs from the state for a Mass Care Level 3, 4, or 5.
  - Identification of Shelters within the parish Self-Evacuee shelters
  - Pet Shelters RS 29:729 (13)(a)
  - Refuges of Last Resort
- Parish will maintain this list in WebEOC and update it no less than annually.
- Identify the total capacity of shelters within the parish that may be used to support an evacuating parish in a level 3, 4 or 5 event.

- Identify, plan and validate a parish to parish arrangement for a Mass Care Level 4 Event
- Identify, plan and validate a parish pick up point for a Mass Care Level 4 event
- Develop an evacuees processing and registration system for a Mass Care Level 4 Event
  - In the event of state support, the system must be compatible with the state's registration and tracking system.
- **Response:**
  - Parishes will go to a full alert or activation status and declare a state of emergency if requiring any support from the state.
  - Parishes will be required to identify and report their Mass Care Activation status level to GOHSEP in WebEOC.
  - Parishes will implement local emergency traffic control measures as needed.
  - Parish must declare mandatory evacuation of the “at-risk” population in order to request state transportation assistance.
  - All parishes will report status of parish operations, including the estimated number of citizens that are evacuating and seeking shelter as well as shelter preparations to GOHSEP in WebEOC.
  - Parishes will report number of shelters, population of each shelter, and shelter capacities every four (4) hours during the evacuation and every twelve (12) hours at 12Midnight and 12Noon until shelters are closed through DCFS Regional EOC to DCFS EOC.
  - If transportation or other non-Red Cross resources are needed to support the mission – the parish will request through WebEOC.
- **Recovery:**
  - Survey the impacted area and report the impact of the event to necessary stakeholders.
  - Identify long term sheltering or housing options if necessary.
  - Continue to report shelter operations and capacity every twelve (12) hours at 12Midnight and 12Noon.
  - Remain actively involved in shelter operations in order to ensure safety and security. The support should include but not limited to assisting with depopulating and closing of shelters.
  - Conduct and participate in After Action Reviews to be used in future planning updates.

## **B. Department of Children and Family Services**

- **Preparedness:**

- DCFS, in conjunction with local governments, the American Red Cross and other entities as necessary, will ensure the provision of shelters prior to and immediately following an emergency or disaster, in which individuals and families are housed as a result of evacuation and/or pending repair of dwellings or movement into temporary housing.
  - DCFS will collect and can provide information about state transported and sheltered individuals affected by emergencies and disasters via an electronic evacuee tracking system. Such information will be used to aid in the reunification of families and individuals separated by emergencies and disasters.
  - DCFS will develop plans, procedures, and agreements to identify, acquire and mobilize the organizations, individuals and resources that will be needed to carry out mass care, emergency assistance, housing and human services in emergencies and disasters.
  - DCFS will cooperate with organizations and individuals, including local, parish, state and federal government, private industry and Non-governmental Organizations (NGO) that have significant roles in emergencies and disasters.
  - DCFS will strive to update and maintain the statewide shelter inventory in order to provide accurate information on in-state sheltering capacity during the necessary phases of disasters.
  - DCFS will coordinate the delivery of services to individuals that require the assistance of family members, personal assistants and/or service animals, and is committed to ensuring that the physical and mental health needs of these individuals are appropriately addressed. The individuals and assistance providers will remain together to the extent possible during evacuation, transport, sheltering and the delivery of other services. Service animals will be allowed in shelters with their owners and shall be treated as required by law (e.g., the Americans with Disabilities Act (ADA) of 1990).
  - DCFS will coordinate with ESF-8 and ESF-11 for sheltering needs at MSNS and Pet Shelters.
- **Response:**
    - When an emergency develops, the DCFS Lead Area Managers (LAMs) will activate and mobilize their respective personnel, facilities, and material resources.
    - DCFS will initiate the opening, staffing and supplying of state-operated shelters in cooperation with local, parish and state government agencies, private industry and Non-governmental Organizations (NGO) and individuals upon the assessment of the need for public sheltering by the Unified Command Group.

- DCFS may have personnel available in the form of Shelter Forward Teams to assist with the coordination of set up and initial operations for shelters. The responsibility for requesting such assistance lies with local government authorities. Parish and supporting agencies should exhaust all resources prior to requesting assistance. Shelter Forward Teams are designed for setup and initial operations up to 72 hours and not designed for long-term sheltering operations.
- DCFS will initiate contact and enter into close cooperation with local and parish shelter authorities and Non-Governmental Organizations (NGO) to ensure the prompt and effective relief of immediate human needs.
- **Recovery:**
  - DCFS will continue to coordinate the operation of shelters, and assist federal and other authorities in moving people into temporary, transitional or long term housing as needed.
  - DCFS will assist the federal government as requested in the provision of case management and information distribution at Disaster Recovery Centers.
  - DCFS, as ESF-6, is a support agency to the State Lead for long-term recovery (ESF-14) and will assist in the recovery phase as needed.
  - DCFS, as Recovery Support Function (RSF) 3, is the co-lead with LDH to restore basic health and social services to impacted parishes.

### **C. Louisiana Workforce Commission (LWC)**

The Louisiana Workforce Commission (LWC) has primary responsibility for coordinating mass feeding to disaster victims and emergency workers during all phases of disasters.

- **Preparedness**
  - LWC will develop plans and procedures to carry out mass feeding activities in emergencies and disasters.
  - LWC will coordinate contracts with vendors to provide meals in all state-sponsored shelters and in some non-state sponsored shelters upon request from local governments.
- **Response**
  - When the emergency develops, LWC will activate and mobilize personnel to the State EOC.
  - LWC will initiate contact and enter into close cooperation with local feeding authorities and Non-Governmental Organizations (NGO) to ensure the prompt and effective relief of immediate human needs.

- LWC will assess the needs for mass feeding support to shelters and to emergency workers outside shelters and coordinate the provision of feeding support to satisfy such needs.
- LWC to coordinate with LDAF on trigger to utilize USDA food stock.
- **Recovery**
  - Mass feeding activities will continue as long as they are needed. LWC will continue to monitor feeding needs to determine when activities can transition or be terminated.
  - LWC is a support agency to the State Lead for long-term recovery (ESF-14) and will assist in the recovery phase as needed.

#### **D. American Red Cross**

- **Preparedness:**
  - Red Cross LA Region will work with local government to determine anticipated shelter capacity needs for all hazards and actively work with local facility owners and managers to identify, survey and obtain signed shelter agreements (American Red Cross Agreement Forms) to ensure the availability of needed shelter space.
  - Red Cross will provide at a state level a selected inventory of human and material resources available to support initial sheltering operations across the state.
  - Red Cross LA Region will document and keep current all shelter facilities in the National Shelter System (NSS).
  - Red Cross will collaborate with partners and the general public to train personnel to manage and/or support shelter operations.
  - Red Cross will work with GOHSEP and DCFS to ensure appropriate planning and integration is ongoing at the State level to ensure smooth operation during a Mass Care event.
- **Response**
  - In coordination with and support of local OEPs, Red Cross will open shelters as needed for mass care level 2 – 5 events.
  - Red Cross will have representatives at local parish OEPs and the State EOC, DCFS EOC and LDH EOC as available/needed.
  - Red Cross LA Region will document all shelters as they are placed on standby, opened and closed in the National Shelter System (NSS).
  - Red Cross will report shelter information to local OEPs.
  - Requests at level 1 and 2 come directly to Red Cross
  - Requests at level 3 – 5 come through WebEOC. Red Cross partners at the state level in accordance with our fundamental principles and our program guidelines.



Mass Care Level 1	Red Cross acts at the Local level
Mass Care Level 2	Red Cross acts at the Local level
Mass Care Level 3	Red Cross partners at the State level
Mass Care Level 4	Red Cross partners at the State level
Mass Care Level 5	Red Cross partners at the State level

- In the event Red Cross opens a shelter independent from a parish, it will be reported to the parish and the State.
- Red Cross coordinates with Federal ESF-6 at the National Level, when required.
- As a support agency to ESF-8 and ESF-11, will coordinate on overlapping issues as appropriate.

- **Recovery**

- Red Cross DRO will work with State and Federal partners in determining ongoing housing needs and collaborate in determining potential housing strategies.
- Red Cross DRO will provide assistance to those affected by the disaster as determined by Red Cross guidelines and work with State, Federal and NGO entities to ensure collaboration and integration of available resources.
- Red Cross DRO operations will transition back to LA Region as appropriate.
- Red Cross is a support agency to ESF 14 and will assist in the recovery phase as needed.

## **E. Governor's Office of Homeland Security and Emergency Preparedness (GOHSEP)**

GOHSEP director has primary responsibility for the Emergency Management ESF-5. Actions will be carried out in accordance with policy guidance controlling the use of state resources (personnel, physical, fiscal) established by the Governor.

- **Preparedness:**

- GOHSEP will develop plans, procedures, arrangements and agreements to identify, acquire and mobilize all the resources in and of the state in pursuit of raising the preparedness of the state.
- GOHSEP will develop and maintain information and liaison with agencies and organizations at local, parish, state and federal government, private industry and Non-governmental Organizations (NGO) that could furnish assistance in an emergency or disaster.

- GOHSEP will build, equip, organize and maintain the State Emergency Operations Center as a control and coordination facility for state departments and agencies, private industry and volunteer groups to come to work together to deal with the potential and actual consequences of emergencies and disasters.
- **Response:**
  - As an emergency threatens, GOHSEP will assess the threat, anticipate potential needs then alert and mobilize appropriate state agencies, private industry and Nongovernmental Organizations (NGO) whose capabilities would best be suited to responding to the emergency.
  - As an emergency threatens, ESF 5 will establish and monitor information gathering and reporting activities to get the best possible information on the situation.
  - If an emergency generates needs that grow beyond local, parish and state government, private industry and Non-governmental Organizations (NGO)' resources, ESF-5 will procure needed resources via the Federal Emergency Management Agency (FEMA) or from other states through the Emergency Management Assistance Compact (LRS 29:733 Emergency Preparedness and Disaster Compact).
  - GOHSEP to coordinate with ESF-7 on donation management.
- **Recovery:**
  - GOHSEP will work with parishes to determine re-entry criteria (Post Event Status Level – PESL)
  - Emergency Management response activities will continue as long as they are needed. GOHSEP will continue to monitor resource needs to determine when activities can transition to recovery.
  - As soon as possible after the emergency has passed, all agencies involved in the emergency will conduct damage assessment activities. Damage assessments will be used to define the need for resources and strategies needed for recovery.
  - GOHSEP will work with local, parish, state, and federal government agencies, private industry, and Non-governmental Organizations (NGO) to ensure that relief and restoration efforts are channeled through ESF-14 to the areas in the greatest need.
  - GOHSEP will gather, collate and analyze information about the emergency or disaster and use that information to create plans and initiatives to mitigate and prevent future disasters.

- GOHSEP through ESF-7 and ESF-6 will coordinate community material donations and work with NGOs to provide those donations to impacted communities and individuals.

#### **F. Shelter Task Force**

The stated mission of the Louisiana Shelter Task Force (LSTF) is to provide a frame work which the parishes can coordinate their actions with State Government, Partner Agencies and other stakeholders in order to respond to a hurricane evacuation event.

GOHSEP in conjunction with ESF-6 partners and LSTF will be responsible for the creation of any annexes in the State Unified Shelter Plan (USP), for review and revision on an annual basis of any additional annexes in the Unified Shelter Plan, and for the annual review and revision of the USP as a whole. The Shelter Task Force will also represent the local parish Office of Homeland Security & Emergency Preparedness Directors and will assist in the plans to operationalize local sheltering efforts being conducted during a mass care level 4 & 5 event.

#### **G. State ESF-6 Support Agencies**

- **Louisiana Department of Health (LDH)**

State lead agency for Emergency Support Function 8

ESF-8 provides public health and sanitation, emergency medical and hospital services, crisis counseling and mental health services to disaster victims and workers, supplements and supports disrupted or overburdened local medical personnel and facilities and relieve personal suffering and trauma.

- **Preparedness**

- LDH coordinates with DCFS on the opening, set up, and operations of Medical Special Needs and Federal Medical Shelters.
- LDH will develop and maintain information and liaison with hospitals; health care facilities and nursing homes to ensure their capability to evacuate and protect their patients and employees.
- Public Health Emergency Response Coordinators (PHERC) and Designated Regional Coordinators will work closely with regional partners to ensure that preparedness efforts remain coordinated.

- **Response**

- LDH provides coordination of the State's Catastrophic Mass Fatality Plan which may be enacted during a state declaration.

- Medical Assessment or Immunization Strike Teams may be deployed to Parish run shelters during MCA level 2 and 3 events, if available.
- LDH will host and operate the Medical Triage Hotline during events to support the operation of a Medical Special Needs Shelter(s) to ensure appropriate individuals are admitted into the MSN shelter.
- LDH coordinates the medical resources for the state-ran MSNS and FMS shelters.
- **Recovery**
  - LDH will work with the hospitals and nursing homes to determine timing and process.
  - LDH will continue to coordinate the operation of MSNS, and assist federal and other authorities in moving people into temporary, transitional or long term housing as needed.
  - LDH, as Recovery Support Function (RSF) 3, is the co-lead with DCFS to restore basic health and social services to impacted parishes.

- **Louisiana State Police (LSP)**

State lead agency for Emergency Support Function 13.

LSP partners with local law enforcement, the Louisiana National Guard, other state agencies and private security companies to accomplish the mission of shelter security.

- **Preparedness**

- LSP will develop and maintain liaison with local Police Departments and Sheriffs Offices to determine pre scripted Law Enforcement missions.

- **Response**

- LSP coordinates with DCFS to ensure that security operations are a seamless aspect of the overall shelter management operation.
- LSP will coordinate and task any and all security mission request using all available assets within the state.
- LSP will coordinate with GOHSEP EMAC to obtain additional “out of state” assets when required.

- **Recovery**

- LSP will work closely with local law enforcement to determine re-entry criteria.

- **Louisiana Department of Agriculture and Forestry (LDAF)**

State lead agency for Emergency Support Function 11.

ESF 11 provides protection for the state's food supply (sampling, testing, and quality control) to ensure that victims of natural and technological emergencies and disasters are provided adequate and healthy nutrition.

ESF 11 addresses plant infestations and diseases; animal diseases; and companion animal evacuation, sheltering, and health care.

- **Preparedness**

- LDAF will continue to work with local animal control and emergency management to ensure viable pet plans exist
- LDAF will provide lap pet cages to parishes for storage and staging upon request.
- LDAF will maintain USDA food stock inventories and coordinate with LWC and DCFS for use of sources during an emergency.

- **Response**

- LDAF and their partners will provide coordination and leadership to operate pet shelters throughout the state that are co-located with state operated shelters.
- LDAF will coordinate with parishes that request to operate a co-habitated parish-run shelter within their parish during a MCA level 2 or 3 event.
- LDAF can authorize use of USDA foods for situations of distress for the State operated warehouses or from School Food Authority inventory at school sites.

- **Recovery**

- LDAF will coordinate pet re-entry upon return of citizens.

- **Louisiana Department of Transportation and Development (DOTD)**

State lead agency for Emergency Support Function 1.

ESF 1 provides transportation out of a disaster area for people in need, and provides transportation essential to support emergency response in the event of a disaster.

The State services provided under this ESF will include the identification, mobilization, and coordination of available state owned and private industry transportation, manpower and technical expertise to meet the requirements of providing essential emergency response in the event of an emergency or disaster.

- **Preparedness**

- DOTD will develop and maintain information and liaison with parishes to ensure transportation needs are known and planned for.

- **Response**

- DOTD will coordinate essential “convenience transportation” for evacuees in state run shelters such as medical appointments, pharmacy pick-ups, and dialysis.

- **Recovery**

- DOTD will coordinate transportation assets for re-entry for MCA level 4 & 5 events.

## **Direction, Control, and Coordination - Shelter Standards**

It is the goal of this plan to establish one common set of shelter standards in order to maintain, to the extent possible, equality and uniformity in all shelters in the state of Louisiana. Minimum standards are applicable to the shelter structure as well as the traditional shelter services provided and will be based on an identified risk or threat. By implementing a general set of shelter standards, all stakeholders should know exactly what to expect in a shelter within the state, therefore better managing expectations of the evacuees, the shelter staff local emergency management and media.

The standards will also create basic guidelines for any entity, such as a faith based or 501 c 3 organizations, that may want to establish a shelter during an event or disaster. Any organization that may require local, state or federal assistance, while sheltering citizens should plan to comply with these basic standards.

The minimum standards should apply to all shelters in the State of Louisiana that may seek reimbursement and/or support from local, state, and federal governments.

### **Process**

Shelter needs and services are characterized as life-saving, life sustaining and stabilizing the sheltering environment. The first priority is to determine when and where mass care services are to be provided in order to save the lives of those citizens that may be at risk.

The first stage of the response usually begins at the community level. At a minimum, those involved undertake the necessary activities to accommodate the immediate needs in the earliest hours and days until additional help arrives. This requires coordination at all levels, and a concerted effort is needed to maintain communication prior to, in the event of and post disaster. These immediate needs may include any or all of the following:

***Life Saving (0-48 Hours)***

- *shelter (protection from harm and physical safety)*
- *space and limited materials for sleep (10%)*
- *food*
- *water*

***Life Sustaining (48-96 Hours)***

- *materials for sleep (cots, blankets)*
- *hygiene kits*
- *basic health, mental health support and accessibility for all residents*
- *establishment of structured routines*
- *opportunities for children and families to participate in their own recovery*

***Informational needs (Stabilizing the Shelter Environment) 96+ Hours***

- *status of disaster and relief efforts*
- *types of available assistance*
- *process of obtaining assistance*

***Sheltering:***

Shelters provide a safe, secure and sanitary place for individuals and families affected by a disaster. No persons seeking shelter will be denied services. Shelter workers will strive to accommodate citizens with disabilities.

Shelter staff members abide by principles of confidentiality. Shelters strive to be safe, secure spaces. Shelter management takes active measures to ensure the safety of those being assisted.

While the standards below are recommended, in some cases during a major evacuation, the recommended numbers may not be achieved as such case as a no-notice event. Expectations are that additional resources will be applied as soon as possible to meet the below standards.

Shelter facilities are selected, (pre-disaster, whenever possible) using the following standards and indicators:



- Twenty square feet of personal sleeping space per person is designated for emergency evacuation shelters and 40-60+ square feet of usable space per person for post disaster shelters.
- Potable water is supplied in a sufficient amount to meet the needs of the shelter operations.
- Toilets are provided at a number that prevents excessive wait times. Supplement existing facilities with portable units as necessary. On average one toilet for every 20 persons will meet the needs of the shelter population.
- Adequate hand washing stations must be available to meet the health and sanitation needs of the shelter population. Hand washing stations should be located near toilet areas. On average one hand washing lavatory for every 20 persons will meet the needs of the shelter population.
- Separate restroom facilities for each gender, which are well lit to ensure security.
- Showers are provided at a number that prevents excessive wait times. Supplement existing facilities with portable units as necessary. On average one shower for every 25 persons will meet the needs of the shelter population.
- Sewage or other disposal systems that can process at least 1.5 gallons of human waste per person per day.
- Storage and removal of solid waste in the amount of 5 lbs per person, per day.
- Shelter facilities that are in compliance with Americans with Disabilities Act Accessibility Guidelines should be identified and used whenever feasible.
- Accommodations for persons with disabilities, with health or mental health conditions, or who are elderly, are made whenever possible.
- Additional considerations of structural integrity, location, parking and back up energy supply should always be made when selecting a facility to be used as disaster shelter.
- Shelters are opened either pre-disaster or within two hours of notification or occurrence of a disaster event or as conditions/resources allow.
- The ratio of staff to residents is appropriate to the size of the shelter.
- Signage is posted clearly throughout the facility indicating the rules of the shelter and assistance information such as essential phone numbers, location of exits, etc. Information should be posted in appropriate languages and accessible formats to ensure effective communication.
- Service animals are permitted in shelters.
- Designated pet shelters maybe available and will be coordinated through ESF-11; ideally co-located in a nearby facility where their owners are.
- If children are present, a safe space for them to play and interact should be provided. This area should be staffed with trained, vetted personnel or children should be supervised directly by their parent or guardian
- A contingency plan should be established in the event of a loss of electrical power, loss of potable water or loss of plumbing.

- Shelter kitchens should follow local sanitation codes and personnel should follow safe food handling procedures.
- A designated dining area should be established. Food will not be permitted outside this area.
- Shelters have pre-established evacuation plans and shelter management is prepared to execute them if the need arises.

***Feeding:***

- All persons in want of food provisions are served without distinction of any kind.
- Forecast the projected demand following the initial 24-48 hours.
- Food distribution is responsive, transparent and equitable.
- All kitchen units abide by local, state and federal sanitation codes.
- All food preparation and service meet the guidelines of the health department on safe food handling. All kitchens must have a current state public health certificate.
- Food temperatures are kept within the appropriate range to preserve food quality.
- Consistent with individual needs and dietary recommendations, provide a daily diet of at least 1,500 to 2,000 calories with sufficient amounts of vitamins and nutrients (based on federal nutrition guidelines).

**Items potentially impacting No Notice Shelter Planning and Response scale**

- Scaling can happen faster than timeline
- Safety of Volunteers deploying during hazardous conditions
- Costs/Liability
- Access to area (type of incident, road clearance, any access boundaries)
- Facility ongoing usability (safety, comfort, and availability)
- Breadth of impact
- Location of resources to place of need (transportation)
- Number of initial resources (cots, people and etc...)
- When requests are made

**No Notice Event:** The standards below are readiness for a no-notice event.

### No Notice Shelter Planning and Response

DRAFT – Readiness to Event		E + 24	E + 48	E + 72	E + 96	E + 120
Shelter	Shelters selected based on need, ADA Accessibility, and safety from hazard(s)	Get people out of harm's way – provide initial roof over their head	Confirm Structural / Habitability of the shelter Basic Services at shelter begin to expand Meets LA Public Health Department Rules (Vector Control, Food, and Sanitation)	Shelters meet standards of sheltering agency /parish as well as LA state sheltering standards	Availability of Showers Units	
	Water and Shelf Stable Food Items – Perhaps Fast Food if available	Baby Formula		Special Dietary Items to accommodate health and diet needs	2 Meals plus shelf stable food items	3 Meals plus snack items
	Materials on hand or pre-staged at shelter locations	10 % Cots 10% Blankets Hygiene Supplies	50% Cots and Blankets for shelters to be opened longer than 72 hours Full Hygiene Supplies Larger and Medical Cots available	75% Cots and Blankets Critical needs for durable medical equipment and consumables	100% cots and blankets Televisions, and other information tools are provided	
	Basic Safety Messaging to include Hazards, Road Ways and Health Alerts Safe and Well Maintain Active Monitoring of shelter location for safety	Accessibility tools – visual aids, deaf link, and other tools available Full Communication established with known shelters	Communication established with pop up and unplanned shelters Full reporting cycle on all shelters		Sex Offender information validated	
	Initial Response, CERT and other community based Resources	Initial Staffing Supplemented to ensure quality 24 hour coverage Parish 75% Red Cross 25%	Parish 75% State / Red Cross 25%	Nursing led community health care model in place Mental Health and Spiritual Care available Parish 50% 50% State/Red Cross	Government and Community Based Agencies available to support shelterees 100% State/Red Cross	
	Basic Parish/City Security and Emergency Medical Services	Government Assets to reach safe shelter locations			Public Health Review of Facility	
Command, Control and Coordination	Facility Surveys completed ADA upgrades planned Required Agreements signed		Planned and Unplanned shelters identified Reporting system established	Critical Shelters identified for Management Turnover		Red Cross / State Managed

## Annex A – Hurricanes

### I. SUMMARY

The Louisiana Unified Shelter Plan Hurricane Annex is intended to provide a framework to coordinate actions between parish and state sheltering activities related to a hurricane scenario.

The strategic objective of this annex is the sheltering of at-risk populations located in the path of a significant hurricane threat. Local government officials are responsible for the evacuation and sheltering of residents. State government supports local evacuation and sheltering operations. Local and state governments share the responsibility to provide a safe, sanitary, and secure shelter to hurricane evacuees. The decision to evacuate is a local government decision, and should be based on the scientific data provided in advance of the hurricane.



This plan prescribes an orderly procedure for the parishes to follow in planning for and responding to a hurricane emergency. It does not replace or supersede any local plans, which are incorporated by reference, nor does it assume the authority of any local governing body. It prescribes the actions to be taken at each phase of the sheltering operation.

#### ***Evacuating parishes***

For each hurricane, parishes will determine the need to call an evacuation, voluntary or mandatory, based off of the threat and the projected path of the storm from information received from the National Weather Service. State evacuation assistance may be provided to those parishes that have declared a state of emergency, and a mandatory evacuation for the “at-risk” population and are able to justify their need. A mandatory evacuation may be ordered for those residents located in high risks areas or for “at-risk” populations to include those without means of personal transportation, the infirmed, etc...

#### ***Sheltering parish***

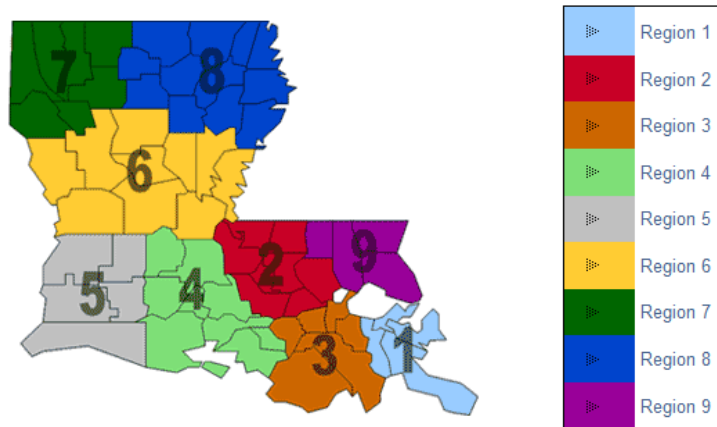
All parishes outside of the projected hurricane storm surge area will be considered a sheltering parish and should be prepared to support evacuees when necessary.

#### ***The Shelter Task Force***

Based on the premise of every parish being a sheltering parish, the Louisiana Shelter Task Force (STF) consists of the regional directors from the 9 Homeland Security and Emergency Management regions. The Shelter Task Force will represent the parish Office of Emergency Management Directors and will assist in the plans to operationalize local sheltering efforts.

Louisiana's nine Homeland Security and Emergency Management regions include:

Region	Parish
<b>Region 1</b>	Orleans, Saint Bernard, Plaquemines and Jefferson
<b>Region 2</b>	East Baton Rouge, West Baton Rouge, Livingston, Ascension, Iberville, Pointe Coupee, East Feliciana, West Feliciana
<b>Region 3</b>	Assumption, Lafourche, St. Charles, St. James, St. Johns, Terrebonne
<b>Region 4</b>	Lafayette, Evangeline, St. Landry, Acadia, St. Martin, Iberia, Vermillion, St. Mary
<b>Region 5</b>	Beauregard, Allen, Calcasieu, Jefferson Davis, Cameron
<b>Region 6</b>	Vernon, Sabine, Natchitoches, Winn, Grant, Rapides, LaSalle, Catahoula, Concordia, Avoyelles
<b>Region 7</b>	Caddo, Bossier, Webster, Claiborne, Bienville, Red River, Desoto
<b>Region 8</b>	Ouachita, Union, Lincoln, Jackson, Caldwell, Richland, Morehouse, Franklin, West Carroll, East Carroll, Madison, Tensas
<b>Region 9</b>	Washington, St. Tammany, St. Helena, Tangipahoa



## II. SITUATIONS

- A.** The potential magnitude of hurricane evacuations requires the cooperative efforts of all local governments, Department of Children and Family Services (DCFS) and Red Cross in reception and care planning.
- B.** Substantial portions of Louisiana are at risk from the threat of hurricanes. There is a significant possibility that hurricanes will strike the Louisiana

coast and generate extremely strong winds, storm surge, and torrential rains.

- C.** Heavy rains and tornadoes associated with a hurricane may also affect areas within the sheltering parish area. Hence, local residents within the sheltering area may also seek public shelter.
- D.** Although local government has the overall responsibility for shelter operations and mass care operations within its jurisdiction, a major evacuation of several coastal parishes poses unique challenges for local governments. Host parishes are asked to provide local resources to support the citizens of another jurisdiction while balancing services for their own communities. In past events, the population of a host parish has experienced exponential growth in a matter of hours. When considering the sheltering potential of a northern community, mass care planners and leadership must take the impact on the local infrastructure into account.
- E.** In the event that the sheltering needs exhaust local resources and capabilities, assistance can be requested by OEP directors through established requesting processes submitted to the Governor's Office of Homeland Security and Emergency Preparedness (GOHSEP). GOHSEP may task the state ESF-6 Primary, the Louisiana Department of Children and Family Services (DCFS) or other State ESF Primary to support the parish request.
- F.** A subset of the evacuating population will not have their own means of transportation or sheltering and will rely on government assisted evacuation for these resources. This population will be referred to in this plan as the Critical Transportation Needs (CTN) evacuee. The CTN evacuee may be transported via parish or state transportation resource to a shelter as part of a parish operated point to point shelter; a state managed shelter, or transported to an out of state shelter managed by a host state.
- G.** Support to local governmental efforts will be coordinated with DCFS, Red Cross, and other Volunteer organizations providing shelter assistance. Red Cross or the Volunteer organization providing assistance will manage and conduct shelter operations within its capabilities. Pursuant to pre-existing agreements, some facilities, equipment, and personnel of local governments, school districts, churches, and other agencies will be used to shelter and care for evacuees. Local governments that do not conduct their shelter programs in accordance with FEMA disaster assistance policy DAP

9523.15 *Eligible Costs Related to Evacuations and Sheltering* dated April 6, 2007 may bear the entire burden of responsibility for those programs. Red Cross may provide training and technical assistance to shelter personnel.

### **III. ASSUMPTIONS**

- A.** Parish officials will make evacuation and sheltering decisions in response to science based information and advisories from the National Hurricane Center and the National Weather Service.
- B.** Coordination and response efforts within a parish will occur in accordance with their local emergency operations plans and when appropriate consistent with the State of Louisiana's assisted evacuation plans.
- C.** A portion of the public may evacuate voluntarily prior to the issuance of a voluntary or mandatory evacuation being issued by parish leadership. The majority of citizens will self-evacuate and stay with relatives and friends or in commercial accommodations, rather than seek public shelter. A small percentage of the population will require evacuation and sheltering assistance.
- D.** Public agencies and private businesses in the Sheltering Area Parishes will continue to operate during a hurricane evacuation. However, nonessential public activities may be impacted by a coastal evacuation.
- E.** Every parish will be required to develop plans for post storm shelter operations.
- F.** Civic, religious, and volunteer organizations that normally respond to emergency situations will cooperate with the local OEP director in preparing for and conducting hurricane shelter and mass care operations. These operations must be in accordance with FEMA guidelines to be eligible for reimbursement and other benefits.
- G.** When local resources are exhausted or insufficient, support will be requested by the local OEP from the State EOC through WebEOC. Request will be made in accordance with the guidelines in the state and local EOPs.



- H. For Low to Moderate Impact Threats (Category 1 or 2 hurricanes), parishes will require limited state assistance in the evacuation and sheltering of their population. Evacuation orders for these storms are typically issued for citizens outside of the protected areas, in trailer homes or substandard housing and can be safely sheltered in stables structure within the parish.

**NOTE \* Due to the uncertainty of Hurricane Storm Surge forecasting, all Red Cross shelters must be located out of the Category 4 Storm Surge area and areas where Storm Surge modeling has not been done. Shelters must also be located out of any known Flood Zones (100 year or less), areas that will become isolated, and ponding areas. Certain exceptions can be requested; if granted, the premise is prior to opening the shelter based on storm surge values. If scientific data is not available, American Red Cross will use 2 categories higher based on rapid intensifications that can occur and may not be able to support shelter efforts.**

- I. In the event of a full coastal evacuation or a major hurricane threatening Southeast Louisiana, there is currently not enough shelter capacity identified within the State of Louisiana. There are agreements in place with several states that will host Louisiana evacuees. These agreements are considered reciprocal, and Louisiana could be considered a host state if there is a major disaster in one of our partnering states.

## **Hurricane Sheltering Options**

### **In Parish Sheltering-Refuge of Last Resort**

- Storm impacted parishes may determine to operate a parish managed refuge of last resort.

### **General Population Sheltering**

- For purposes of this Hurricane Annex, general population shelters are defined as those facilities open to the general public.
- General population shelters may be operated by the American Red Cross, Private-Non-Profit organizations, and other non-governmental organizations.
- All general population shelters located within sheltering parishes are required to report their shelter status, capacity, and census to their respective Parish Office of Homeland Security and Emergency Preparedness every 4 hours during an evacuation and every 12 hours during stable times until all are closed.

### **Point to Point Sheltering**

- Point to point sheltering refers to pre-defined sheltering arrangements made between a specific evacuating parish and a sheltering parish for their CTN population.
- Point to point shelter operations are defined via a memorandum of understanding or other means between parishes.
- The evacuating parish and sheltering parish have established roles and responsibilities for each jurisdiction.
- Additional support entities such as the American Red Cross and private vendors are all recognized and included in the signed agreements.
- Point to Point Shelters supported by Red Cross must maintain 20% of General Population Space to accommodate family members from other parishes and self-evacuees.

### **State Assisted Evacuation/Sheltering**

#### **Medical Special Needs Shelters**

- The Department of Children and Family Services (DCFS) in coordination with the Louisiana Department of Health (LDH) will operate Medical Special Needs shelters for evacuees that need almost constant medical care but do not require hospitalization.
- DCFS will maintain the overall operations of the shelter while LDH manages the medical support and services.
- LDH Medical Special Needs Shelter Plan published under a separate cover.

#### **Critical Transportation Needs Shelters (CTNS)**

- CTNS is a shelter for citizens that do not have the means to transport themselves out of a risk area and are dependent on local government to assist in their evacuation from the threats.
- Shelters designated as a CTN Shelter are typically reserved for those evacuees who have been evacuated through state provided bus transportation in support of a local transportation gap.
- DCFS Critical Transportation Needs Plan published under a separate cover.

#### **Pet Shelter**

- RS 29.726 E (20) and RS 29.729 E (13) requires jurisdictions to plan for the evacuation and sheltering of household pets.
- These facilities allow for the safe sheltering of the pets of citizens that must evacuate with their household animals.

- Co-located pet shelters maybe available and will be coordinated through ESF-11. Pet shelters should be within a close proximity to the human shelters so that owners may continue to care for their animals.
- Co-location sheltering generally means separate ventilation system, yet pets in close proximately to their owners.
- Cohabitated shelters generally mean pets and owners in the same building with the same ventilation system.
- If a parish wishes the State/Red Cross to manage or significantly support a cohabitated shelter, it will have to be reconfigured to co-located prior to the change.
- LDAF Pet Shelter Plan published under a separate cover.

#### **Sex Offender Shelter (SOS)**

- RS 29.726 E (14) 9c (i) requires that registered sex offenders that seek public sheltering must be housed separate and apart from the general population.
- DCFS in coordination with the Department of Corrections will provide sheltering in a facility exclusively for registered sex offenders.
- The State of Louisiana operates one Sex Offender Shelter.
- DCFS Sex Offender Shelter Plan published under a separate cover.

#### **IV. Roles and Responsibilities**

	<b>Evacuating Parish</b>	<b>Sheltering Parish</b>	<b>State</b>
Preparedness	Provide estimates to all support partners of the sheltering and evacuation needs of the community during each Mass Care Level. Complies with Louisiana Administrative Code Title 55, Part XXI, Chapter 3	Develop agreements with local facilities and planning partners in order to build and maintain a shelter capability.	Coordinate and be ready to assist local government with identifying evacuation needs and capabilities of communities.

	Evacuating Parish	Sheltering Parish	State
	<p>Work to address the sheltering needs and evacuation needs identified within the parish/with parish resources.</p> <p>Complies with Louisiana Administrative Code Title 55, Part XXI, Chapter 3</p>	<p>Work with the local partners to resource and manage shelter facilities.</p>	<p>Develop a sheltering capacity and resources to support local evacuation and sheltering efforts if requested during a declared emergency with a mandatory evacuation.</p>
			<p>Develop plans with all state and federal partners to activate the Host State Sheltering Plan if necessary.</p>
	<p>Coordinate with partners to develop plans to support citizens that must evacuate to another jurisdiction – Develop a Point to Point.</p>	<p>Consider entering into an agreement with a coastal community to serve as a point to point shelter location.</p>	<p>Monitor and be aware of the agreements for sheltering between Parish sheltering partners</p>
	<p>Develop plans to register and track citizens that must leave the parish with government assistance during a mandatory evacuation.</p>	<p>Ensure that all potential shelter managers are familiar with the Shelter Standards for Louisiana to include reasonable accommodations for those with functional needs and any applicable reimbursement policies.</p>	<p>Maintain a system capable of tracking CTN evacuees. Train and exercise the system with all local and state partners. Be prepared to assist with evacuee registration if requested during a declared emergency with a mandatory evacuation.</p>

	Evacuating Parish	Sheltering Parish	State
	<p>Develop plans to manage and operate Parish Collection Points (if required)</p> <p>Develop plans to manage and operate Parish Pickup Points</p>	Plan for managing and operating the Shelter Information Points	Understand and support local sheltering and evacuation operations as requested.
Response	<p>Asses the hurricane threat and make key evacuation decisions based off of the potential risks to the community.</p> <p>Anticipate and report the Appropriate Mass Care Level of Activation to all stakeholders.</p>	<p>All ESF 6 mass care stakeholders must communicate to develop and report available capacity for each Mass Care Activation.</p>	
	<p>Issue an evacuation order – Must be a mandatory evacuation for at-risk population to be prioritized for state assistance and resources. Ensure that all planning partners and stakeholders are aware of the evacuation order.</p>	<p>Initiate all local and state plans to operate and manage all applicable evacuation shelters as planned (general population, CTNS, Point to point, MSNS etc.)</p> <p>Report numbers at least every 4 hours in WebEOC during the evacuation process. Report every 12 hours once the evacuation is complete.</p>	
	<p>Activate local transportation plans and parish pick-up points.</p>		<p>Be prepared to assist with evacuee registration and transportation as planned and if requested during a declared emergency with a mandatory evacuation of at-risk population.</p>

	Evacuating Parish	Sheltering Parish	State
Recovery	<p>Conduct damage assessments and determine area in which evacuees can return home. Determine parish post event status level and report to GOHSEP.</p> <p>If necessary, set up local sheltering options for citizens that cannot return to their homes if necessary</p>		Coordinate re-entry efforts with all stakeholders.

## V. Concept of Operations

### A. Preparedness Phase-Planning and Preparedness Building and Maintaining Hurricane Shelter Capacity

- **Parish Based Shelter Capabilities**

Each parish should maintain a list of potential shelters that can be utilized to support an evacuating population.

- Evacuating parishes located in the coastal area should identify locations within their parish that may be appropriate to shelter their own citizens in tropical storms or low risk hurricane events.

**Planning Note(s):**

1. Evacuating parishes should also maintain an inventory of pre-identified post storm shelter locations. The American Red Cross and other organizations are able to support post storm shelter locations.
2. Evacuating parishes are encouraged to coordinate with LA Region of the American Red Cross, private non-profits or other nongovernmental organizations to properly staff and resources shelter locations.

- All parishes are encouraged to identify shelters located outside of the forecasted storm area that may be used to support citizens that may need to leave their parish for a safe, secure and sanitary shelter location. Local OEP directors should work with their local American

Red Cross chapter and other local Non-governmental agencies to ascertain the potential shelter population that it may be able to support.

The American Red Cross maintains a list of potential buildings in each parish that may be utilized as a shelter in its National Shelter System (NSS) based on the facilities that each parish provides through WebEOC.

- **State Assisted Shelter Operations**

For state managed, operated and supported shelters, the State ESF-6 Primary Agency, the Department of Children and Family Services (DCFS), will maintain a list of state managed locations that may be activated for emergency sheltering.

- **Host State Sheltering**

The State of Louisiana maintains agreements with several states to provide emergency sheltering in the event of a significant hurricane threat. Annually, the Governor's Office of Homeland Security and Emergency Preparedness in conjunction with the Federal Emergency Management Agency re-news agreements with host states.

- **Point to Point Shelter Agreements**

In an effort to increase capacity and maximize resources, some coastal parishes have developed sheltering agreements with sheltering parishes outside of the evacuating area.

Planning for and monitoring these agreements is a local government function. Evacuating parishes and sheltering parishes are responsible for the development of agreements and requirements related to point to point sheltering.

Parish OEP Directors should keep their GOHSEP Regional Coordinators, local and state DCFS planners, Red Cross partners (if applicable) updated with the status of all agreements that they have established with another parish.

On or before April 1 of every year, parishes should report the readiness status of their sheltering agreements and any known resourcing gaps to GOHSEP plans and operations sections.

Developing a Point to Point agreement can benefit the evacuating parish, the sheltering parish and most importantly the citizens that must leave their



communities for safety. Establishing relationships before an evacuation builds trust and ownership in the plan and its activation by all involved.

### Benefits to Point to Point Sheltering

<b>Evacuating Parish</b>	Since the final shelter destination has been pre-identified, the parish should utilize their own assets to transport citizens without transportation when possible
	Parish can coordinate with their own agencies and departments to send local representatives to manage and operate the shelter such as sheriff's deputies for security.
	Parish can develop emergency contracts with local providers and vendors in the sheltering parish.
	Parish can effectively send status updates and reentry information to their citizens enhancing the community's ability to recover from the disaster.
<b>Sheltering Parish</b>	Since all of the residents in the shelter are from the same parish, the reentry process is more efficient and shelters can be closed in an orderly process.
	Parishes can coordinate very closely with leadership from the evacuating parish to ensure that all resources have been planned and accounted for.
	Parishes can feel confident in knowing the responsible party and have a single local point of contact.
<b>Citizens</b>	Citizens in point to point shelters that are being managed and operated by their local government can have much faster and more accurate updates that are specific to their local community.

### B. Critical Transportation Needs Evacuees

Louisiana Administrative Code Title 55-Public Safety, Part XXI, Chapter 3, Section 301 (A) requires each parish to conduct a biennial risk assessment of evacuation and sheltering resources and needs. Information requirements contained within the biennial risk assessment should be maintained by local governments. Coastal parishes should develop a process in which they can efficiently calculate and quantify the number of citizens requiring evacuation assistance during a hurricane. Annually, GOHSEP and parish directors will review parish planning estimates related to citizens requiring evacuation and sheltering assistance. Once confirmed by the parish on or before 01 April of each year, the planning estimates will be disseminated to all stakeholders at the local and state levels of government.

- **Parish Responsibilities to the Critical Transportation Need Evacuee**

Identify and staff refuge of last resort in non-surge areas of the jurisdiction.

Enter into point to point shelter agreements with sheltering parishes.

Identify, manage, and staff a parish pick up point.

- **State Responsibilities to the Critical Transportation Need Evacuee**

In the event local government is unable to support the evacuation and sheltering requirements for critical transportation needs evacuees residing within the jurisdiction, the state may provide evacuation and sheltering assistance.

- **Host State Sheltering Option**

Currently there is not enough shelter capacity identified within the state to support the planning numbers for a Southeast hurricane evacuation or a full coastal evacuation. GOHSEP establishes and maintains agreements with several partner states to host Louisiana evacuees when in state shelters reach capacity. The evacuation and sheltering of citizens in a host state requires tremendous coordination with local, state and federal partners.

### **C. Evacuation**

- **Low to Moderate Impact (Category One and Two) Hurricane Threats (Shelter/Mass Care Levels 1-3)**

The general assumption for low to moderate (category one and two) hurricane threats is that parishes will require limited state assistance in the evacuation and sheltering of their population. Traditionally, parishes have been able to provide all sheltering and mass care services for these low intensity storms. Parishes will rely on in parish shelter sites located outside of the potential surge zone and utilize in parish evacuation resources to evacuate those residents requiring shelter. Some jurisdictions may execute point to point shelter plans with host parishes. Parishes exercising this option will abide by the terms and conditions established in the Memorandum of Understanding between the evacuating and sheltering parish.

- **Parish Responsibilities**

- Manage and staff in parish shelter sites in collaboration with local resources and non-profit groups.
- Provide in parish resources to support the evacuation of parish residents to in parish shelters

- **State Responsibilities**

- Specifically related to the provision of support under this scenario, the State will be prepared to support local governments.
- **Moderate to High Impact (Category Three and Above) Hurricane Threats (Shelter/Mass Care Levels 3-5)**
  - **State Assisted Evacuation**
    - The provision of state assisted evacuation and sheltering services is contingent upon a parish's declaration of a state of emergency, issuance of a mandatory evacuation for the at-risk population, and parish verification that all evacuation resources have been committed to support the evacuation of parish residents.
  - **Purpose**
    - The purpose of the Evacuation Plan is to evacuate all citizens and visitors from at-risk areas within the parish, prior to the arrival of tropical storm force winds (>39mph) of an imminent catastrophic impact.
    - The evacuation process/plan does not replace the individual's personal responsibility in preparing their own evacuation plan.
    - During an evacuation, those needing to leave an at-risk area may be able to do so using their own transportation resources (i.e. self-evacuees), while others without their own transportation or means may need assistance (i.e. transportation-assisted evacuees or more commonly known as Critical Transportation Needs or CTNs). Transportation-assisted evacuees are routed through the Parish Collection Point and the Parish Pickup Point before evacuated to a State approved shelter. Citizens requiring assistance in evacuating have been incorporated into the Parish and State CTN Evacuation Plan.

(Note: The goal is to have State assisted transportation operations completed prior to the implementation of Contraflow, however, as long as there are citizens who need transportation, and it is safe to do so, evacuation operations will continue)

- **Notification**
  - The evacuation plan is activated when a mandatory evacuation has been ordered by the Parish President for the at-risk population. Follow on transportation resources and emergency response personnel requests are submitted through WebEOC to The Governor's Office of Homeland Security

and Emergency Preparedness (GOHSEP). Once received and approved, the State and Federal partners have the overall responsibility of providing transportation and sheltering to those citizens that require assistance. However, it is the responsibility of the Parish to get those citizens from their neighborhoods to the Parish Pickup Point. Most citizens requiring assistance to evacuate will be incorporated into the Parish plan by arriving at one of their Parish Collection Points.

- A 48 hour preparation and 24 hour operating period is required in order to meet the transportation-assisted evacuation requirement. (NOTE: As the preparation and operating time is reduced, the evacuation capacity is reduced)

- **Self-Evacuees**

- Self-evacuees are people who have the transportation means to evacuate from an area due to a Parish President evacuation order or to an imminent threat of danger (i.e. Hurricane) or due to an area becoming uninhabitable as a result of a manmade or natural disaster. Self-evacuees are guided to General Population Shelters (often Red Cross operated) through road signage and shelter information points.
- During an emergency, disbursement of accurate information is of key importance. To aid citizens that utilize their own transportation during the evacuation process, Louisiana has designated specific Shelter Information Points that will provide important shelter information for travelers.
- Shelter Information Points are established along major evacuation routes and direct citizens to the closest available shelter location. Travelers can obtain shelter information at the following locations:

TA Truck Stop	Y-Not Stop	Sammy's Truck Stop
Tallulah	Alexandria	Bunkie
Exit 171 – I-20 at U.S. 65	US 71-LA3179	Exit 53 – I-49/3601 LA 115W

Shelter information points are operated and managed by the local office of emergency preparedness and supported with other ESF 6 partner agencies such as the American Red Cross. Local governments also use the Shelter Information Points in order to meter the flow between shelter locations.

- Upon arriving at the nearest shelter with capacity, citizens that may have needs that a General Population Shelter is unable to address (i.e. medical issues or household pets) will be directed to the appropriate resource. Although some self-evacuees have housing resources (i.e. staying with family/friends or in a hotel/motel) and their own means of transportation, which enables them to be more self-sufficient, others may need shelter and other assistance.
- **Parish Responsibilities Evacuation Activities**
  - Parishes have the overall responsibility for getting their citizens and pets out of harm's way. The rapid movement of evacuees out of danger is the top concern for the local/Parish leaders. This rapid evacuation is accomplished by using Parish Collection Points (PCPs) and Parish Pickup Points (PPPs).
  - The overall concept of the plan is that individuals without means to self-evacuate will gather at one of the pre-identified Parish Collection Point locations geographically distributed throughout the neighborhoods within the Parish and then transported by local/Parish internal transportation (i.e. school buses) to the Parish Pickup Point for further processing (i.e. transportation/medical triage, registration and Manifesting). The Parish Pickup Point is basically the evacuation center and departure location for the Parish.
  - Local/Parish plans and procedures provide detailed information about the operation at the Parish Pickup Point and how this operation interacts with the Parish Collection Point. A Parish Pickup Point is the location where State transportation assets (i.e. coach buses), are dispatched to pick up Parish evacuees and transport them to State approved shelters.
- **Parish Collection Point**
  - The purpose of a Parish Collection Point is to provide transportation for citizen and pets that are incapable of self-transport from their homes/dwellings to the Parish Pickup Point. These Parish Collection Points are pre-identified gathering points that geographically positioned in neighborhoods throughout the Parish.
  - When internal local/Parish transportation (i.e. school buses) arrives at the Parish Collection Point location, evacuees and their pets will load the buses. Once the Buses are loaded the evacuees will be transported to Parish Pickup Point (Note: School buses will allow the transport of pets in extra small and small carriers and evacuees will be instructed that the pet carrier must remain on their lap at all times)
- **Parish Pickup Point**

- Every parish is required to estimate the number of citizens needing assistance to evacuate through their Parish Pickup Point in the case of an imminent Moderate to High Impact (Category 3 or higher) hurricane. The Parish Pickup Point is the location where State resources (i.e. buses, response personnel) are sent to pick up and process evacuees and take them to shelters. These Parish Pickup Point locations are pre-identified and run by the Parish Officials, but may be supplemented by State assets. Generally speaking, Parish Pickup Point plans and procedures include three major objectives: 1) Arrival and off-loading of evacuees. 2) Registration, transportation/medical triage and manifesting. 3) Loading of State buses proceeding to shelters.
- The purpose of the Parish Pickup Point is to evacuate citizens and their pets who wish to evacuate, but do not have the means (transportation or money) to evacuate the Parish to State approved shelter locations. Parish Pickup Points are the primary processing and evacuation center for the Critical Transportation Needs evacuees by the Parish or State to State sponsored/approved shelters.
- When Citizens/Evacuees begin to arrive at the Parish Pickup Point by their own means of transportation (walk-ups or ride), or are being dropped off from Parish Collection Points, citizens/evacuees will off-load and go through the registration area.
- **Registration and Tracking**
  - The registration process of evacuees prior to loading onto State resources Coach/School Buses is the responsibility of the Parish. The Parish will work together with the Department of Children and Family Services to ensure all necessary information is captured in the electronic Evacuee Tracking System for shelter placement. (Note: Evacuee tracking systems ranges from a pad of paper and a pen to a full-scale electronic Evacuee Tracking Systems)
  - At the registration area the evacuee provides the registrar with the required identification information. The evacuee will then be registered and scanned into the electronic Evacuee Tracking System. A tracking system is used to capture and link information on evacuees and their household pets and belongings. The Evacuee will be issued a barcode wristband, dependents will be linked to their parents or caregivers in the database as will pets to their owners.
  - The evacuees may be asked medical questions to ensure that they are able to be transported with the general population if not, the evacuees will be directed to the transportation/medical triage area where the Triage Officer/EMS will

determine the appropriate mode of transportation (i.e. Para-transit Van/Bus, Coach Bus or Ambulance or by Air) according to the evacuee overall health.

- After registering, evacuees will be sorted based on their transportation needs and loaded on appropriate mode of transportation (i.e. Para-transit Van, Coach Bus or Ambulance) for transport to a shelter destination. A Bus manifest will be produced before the bus departs the Parish Pickup Point. (Note: A manifest can range from handwritten names on a pad of paper or a full-scale manifest created through the electronic Evacuee Tracking Systems)

- **Pets**

- Generally speaking, Parishes intend on keeping the flow of Pet Owners entirely separate from the flow of the general population. This will allow the Parish to provide better support and care to the needs of each evacuee without slowing down the evacuation process.
- All animals will be required to be placed in travel kennels before being allowed to load onto any bus. Although pet owners are encouraged to bring their own travel kennels/crates, it is expected that many pet owners either do not own them or will not bring them. Therefore, the affected Parish will submit a WebEOC request to GOHSEP. Once received, GOHSEP will forward the request to the Department of Agriculture and Forestry for these kennels to be delivered to the Parish Pickup Point.
- Evacuees and their pets arriving at the Parish Pickup Point will be separated from citizens without pets. The owner will register the pet, receive a barcode ID. If the pet is in a small enough carrier to ride on its owner's lap, then it can be transported to a co-located pet friendly shelter near their owner's shelter. Large crated pets will be loaded onto a climate controlled transport truck. The transport will then take the pet to one of the state identified pet shelters.

- **Host-Parish**

- The Host-Parish generally will not be involved in at risk Parish Pickup Point procedures of moving evacuees out of harm's way. However, a clear understanding of the plans and procedures at the Parish Pickup Points could be useful. Potentially this provides a Host-Parish with a more complete picture of how the evacuees are evacuated and what tracking information is gathered. The Host-Parish might want to adopt this plan when the threat has passed and re-entry is authorized, this process could be reversed.



- The numbers of evacuees, departure, and arrival timelines of the transportation-assisted evacuees are very important to the Host-Parish. Depending on a Host-Parish's proximity to the incident, it may also expect to receive self-evacuees. Evacuees relocated to Host-Parish will require transportation assistance to conduct day-to-day activities such as medical appointments.
- Transportation will also be needed to return evacuees to their home Parish, once it is deemed safe, accessible and or re-entry is authorized.

#### **D. Sheltering**

- **Activation and Notification**

- When a hurricane is perceived as a threat to the Louisiana coast area, the Governor's Office of Homeland Security and Emergency Preparedness (GOHSEP) along with potentially affected parishes (both evacuating and hosts) will activate Emergency Operations Centers (EOCs) and declare a state of emergency. State and local ESF 6 partners will commence planned emergency operations and coordinate their actions, including activating and maintaining all means of communications.
- GOHSEP, DCFS and the American Red Cross, will coordinate with local OEP Directors in the Host Parish area in the preparation and opening of emergency shelters through established conference call and email updates. As the probability of hurricane landfall increases, recommended, voluntary and/or mandatory evacuation will be ordered. Evacuating parishes must determine their Mass Care Activation Level and communicate this information to GOHSEP and other planning partners.
- State and local partners must ensure the maximum numbers of shelters are opened for evacuees and ensure that coastal communities are ready for refuges of last resort or staging as needed. The Unified Command must be aware of the total shelter capacity available for each activation and should be made aware of any potential issues with opening and operating planned evacuation shelters.
- Potential host area parish EOCs should go to full alert status and declare a state of emergency as well as the evacuating parishes. All Host area Parishes should deploy parish emergency workers for traffic control, registration, and shelter and mass care operations as needed. Parishes will

activate Informational Points along the evacuation routes and mass care plans along with DCFS and ARC and other community organizations.

- DCFS in coordination with all of their support agencies will open and operate state managed facilities according to their activation plans. DCFS will consult with LDH to stage the opening of MSNS facilities according to the level of medical staff and supplies that are available and needed for each site. Decisions to activate any state sponsored shelter must be communicated with all members of the Mass Care Stakeholder Group to ensure that all wrap around services can be activated and delivered before the opening of the shelter.
  - In the case of a full coastal or Southeast Louisiana evacuation, the Director of GOHSEP in coordination with the Unified Command and federal partners will determine the need to activate the Host State Plan. GOHSEP, ESF 6 and ESF 1 partners will initiate and maintain contact with all states hosting Louisiana evacuees.
- **Reporting Capacity**
    - During the evacuation phase parishes should report shelter capacity to GOHSEP and State partners through WebEOC every four (4) hours. DCFS will collect and analyze shelter information and report information to the Unified Command. Once evacuation is completed parish directors should report shelter capacities every twelve (12) hours at 12Midnight and 12Noon in WebEOC until all shelters are closed.

## **E. Re-entry**

The decision to allow evacuees to return to the Risk Area after a hurricane has passed will be made by the evacuated parishes and coordinated with GOHSEP. GOHSEP planners will conduct calls with each affected parish in order to assist in determining their Post Event Status Level (PESL). By utilizing the PESLs, state and local mass care stakeholders will develop an incident action plan to return all citizens home in a timely and orderly fashion.

Host Area Parishes will continue shelter operations as needed or requested and will report capacity and other issues to GOHSEP through WebEOC every 12 hours or as needed. As shelters close, parishes should survey them for damages and collect any information that is needed for the reimbursement process if applicable.

## **Annex B – Independent Assembly Site**

### **Purpose**

The purpose of this document is to clearly define an Independent Assembly Site and methods for identifying and reporting capacity at these locations.

### **Situation and Assumptions**

An Independent Assembly Site (IAS) is a facility that may be providing temporary mass care housing during an evacuation of an area in preparation for or due to an emergency or disaster. These facilities were opened without recognition or support by local or state governments and are not affiliated with any Non-Governmental Organization (NGO). The management of the facility retains administrative control related to the provisions of the facility and establishes their own operational guidelines which may or may not adhere to ARC or other governmental authorities. They do not require and are opened without any expectations of resource support from parish, state or NGO groups. An IAS is not eligible for government reimbursement of any kind. In addition, local or state governments are not responsible or liable for actions taken by the management of the IAS.

At any time during the event or its operation, the IAS may choose to accept assistance that may be available from local or state governments or the ARC or a parish may choose to recognize them as a local shelter for a particular event. In order to be recognized as a shelter, the IAS must meet the minimum standards as outlined in the base plan under Shelter Standards.

### **Concept of Operations**

#### **Identification**

There are various ways that ESF 6 stakeholders may be notified or may identify an IAS.

- The facility itself may contact the local or state government or the American Red Cross Chapter.
- ESF 6 partners may hear about them from others in the community such as first responders.
- They may even be identified to emergency managers and mass care stakeholders through the media.

### **Procedures**

- Once an IAS is identified and information is shared with all ESF 6 stakeholders, the American Red Cross and/or local government will attempt to establish contact with the facility and assess the situation.
- If the facility does not need any resource support or assistance from either entity (ARC or the parish OEP), they will document the situation and ask if it would be feasible to track and monitor their operation, activities and capacity. An IAS report should be created for the facility using the template attached.
- Management of the IAS should also be notified of the closest shelter facility that is open in the area and the resources that are available there.
- If the situation is considered unsafe, unsecure or unsanitary, local partners or ARC will notify both local and state government for further consideration and action.
- If the IAS desires to be recognized or receive support, requirements are discussed and expectations of all participants clarified and agreed upon.
- It is imperative that the local OEP, GOSHEP, DCFS and ARC exchange and report all relevant information concerning IASs.

## **Reporting**

- Once an IAS has been identified, Parish will enter the facility into the WebEOC Shelter Board as an Independent Assembly Site.
- In addition, the site should be listed on the shelter board in Web EOC as an IAS.
- For each operational period, DCFS will include an Independent Assembly Site report along with their regular shelter capacity reporting.
- Information on the capacity of these sites may or may not be accurate or dependable since there is no clear cut reporting mechanism or system in place for accountability or verification.

## **Annex C – Reporting Procedures**

### **Purpose**

The purpose of this annex is to clearly define shelter number reporting procedures during an incident where sheltering operations are occurring.

### **Situation and Assumptions**

See Base Plan

### **Concept of Operations**

#### **Background**

Information about sheltering operations comes from many sources, including the American Red Cross, the Department of Children and Family Services (DCFS), WebEOC shelter board and parish SITREPs. The sheltering agent (Parish-Run, Faith-Based, ARC, State-Run) is responsible with reporting shelter counts and demographics for each site to the ESF-6 Lead. The reporting agent can transmit the data about specific sheltering operations through different means. It is recognized that while there may be a specific target audience for each organization reporting, information is being shared between the agencies at multiple levels.

During an evacuation, shelter population counts will be reported every four (4) hours (12Midnight, 4am, 8am, 12Noon, 4pm, and 8pm) until shelter reaches a steady state. At that time, ESF-6 (DCFS) reporting times will be 12Midnight and 12Noon. DCFS will update the WebEOC Shelter Board as population counts and demographics are provided. 12Midnight demographics will be used as the census for reporting purposes.

In order for sheltering information to remain consistent regardless of reporting agency, level of incident or the intended target, detailed procedures are outlined below.

#### **Procedures for Level 1 and 2**

The Shelter Reporting Process for shelters opened during a Level 1 and Level 2 event as defined in the Mass Care Activation Levels section of the Unified Shelter Plan base plan will be handled by ARC.

- Parish (Fire Department) notifies ARC of request for shelter(s).
- ARC notifies Parish OEP.
- ARC calls all shelters opened in Parish for the population count, demographics, and opening and closing of shelters.
- ARC enters the shelter data into the National Shelter System (NSS) and sends a shelter report to Parish OEP, DCFS EOC, and GOHSEP for each reporting period.

### **Procedures for Level 3, 4, and 5**

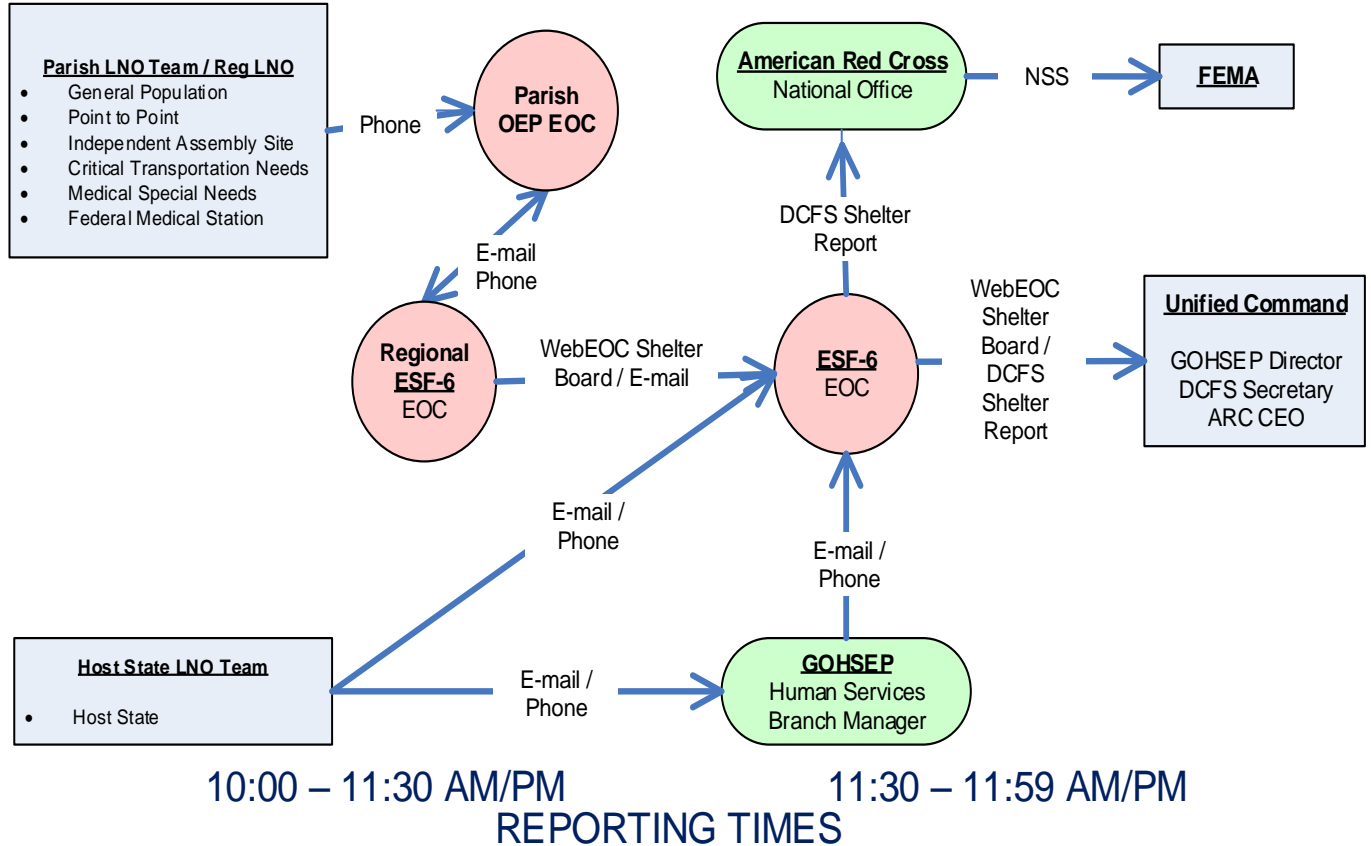
Shelter Reporting Process for shelters opened during a Level 3, 4, and 5 event as defined in the Mass Care Activation Levels section of the Unified Shelter Plan base plan will be handled primarily by DCFS.

- OEP Representative, DCFS OEP Liaison, or ARC Liaison will call all shelters opened in the Parish for the population count, demographics, and opening and closing of shelters (see Appendix 2 to Annex C). Shelters should use the Shelter Reporting Form to organize data for the required reporting times and reporting to the Parish OEP EOC.
- DCFS OEP Liaison sends shelter data to the DCFS respective Regional DCFS EOC. Regional DCFS EOC validates shelter data, eliminates any reporting discrepancies, and enters shelter and demographics data into the WebEOC Shelter Board for each reporting period.
- DCFS Regional EOC sends validated shelter population counts and demographics to the State DCFS EOC via WebEOC Shelter Board and email.
- State DCFS EOC validates shelter data and compiles the State Shelter Report. State DCFS EOC provides ARC Liaison with the Official State Shelter Report for each reporting period.
- ARC Liaison to provide ARC Reporting Team (FROST) with the Official State Shelter Report to be entered into the NSS.

### **Information Flow**

As stated earlier, the ESF-6 Lead will have the overall responsibility of processing all of the available raw data on shelter populations before compiling them into one report as well as ensuring that the information is transferred to WebEOC, which is the only official source for the status of sheltering for the State of Louisiana. See Figure 1 Shelter Reporting Information Flow.

**Figure 1 Shelter Reporting Information Flow**



### Sheltering Report Format

At a minimum, shelter census data should include the number of shelters of each type, the total population of those shelters and the Time/Date for which this information is valid. Parish OEPs can request a DCFS LNO/ARC LNO to assist with gathering and submitting of shelter information. It is important that when shelter information is reported that the time of the data collection is always included. This will prevent informal information about shelter populations not gathered by the above guidelines from being confused with official population information. A sample of the DCFS Shelter Reporting Form has been provided on the next page that shows all the information that should be gathered. Demographics will be reported twice a day with the 12Midnight as the accurate depiction of the shelter's population.

Additionally, the American Red Cross and the Louisiana Workforce Commission (through Department of Education LNOs in State-run Shelters) will also collect mass feeding information that will be shared with stakeholders.



Appendix 1 to Annex C will be used by ESF-6 Lead for reporting sheltering operations to the Unified Command Group.

**Appendix 1 Report Example of Shelter Report Format for UCG to Annex C  
(Reporting Procedures)**

<b>Sheltering Roll-up</b>	<b>Capacity</b>	<b>Total Pop</b>
State CTNS	9400	0
State MSNS	850	0
Federal Medical	1200	0
Parish	1100	0
American Red Cross	0	0
Faith Based	0	0
<b>In State Sheltering Numbers</b>	<b>12550</b>	<b>0</b>
<b>Out of State Sheltering Numbers</b>	<b>0</b>	<b>0</b>
<b>Totals In and Out of State</b>	<b>12550</b>	<b>0</b>

## Appendix 2 Shelter Reporting Form to Annex C (Reporting Procedures)

### Shelter Reporting Form

**Date:** \_\_\_\_\_ **Event:** \_\_\_\_\_

**Procedures for sending shelter information to the DCF S Regional EOC:**

The DCFS Parish LNO will be responsible for reporting site population counts and demographics for each shelter/reception center within their parish using this form once site is operational. Reports will be submitted to Regional EOC during evacuation every 4 hours at the following times: 4am, 8am, 12pm, 4pm, 8pm, and 12am. Every 12 hours once shelters have reaches a steady state; 12Midnight and 12Noon. Demographics reported beginning 72 hours after shelter has opened once daily at 12am.

**Means of Communication:**

Primary (e-mail): Email to the Regional EOC; email address to be determined by LAM.

Secondary (telephone): Call to the designated Regional EOC phone number.

Tertiary (radio): 700 MHz radio

- 1 Site Name \_\_\_\_\_
- 2 Site Address \_\_\_\_\_
- 3 City and Zipcode \_\_\_\_\_
- 4 Parish \_\_\_\_\_
- 5 Date Opened/ Closed \_\_\_\_\_
- 6 POC and phone number \_\_\_\_\_
- 7 Shelter Capacity \_\_\_\_\_
- 8 Infant (0-35 Mths) \_\_\_\_\_
- 9 Toddler (3-7) \_\_\_\_\_
- 10 School Age (8-12) \_\_\_\_\_
- 11 Teenager (13-18) \_\_\_\_\_
- 12 Adults (19-65) \_\_\_\_\_
- 13 Elderly (over 65) \_\_\_\_\_
- 14 Total Population \_\_\_\_\_
- 15 Date / Time of Contact \_\_\_\_\_
- 15 Type Shelter \_\_\_\_\_ Parish \_\_\_\_\_ ARC \_\_\_\_\_ State \_\_\_\_\_ IAS \_\_\_\_\_

16 Meals served (report daily)

17 Potential Issues

18 Unresolved Issues

Site Reporting Form (Revised  
11/15/16)

